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### **Amendments to the Claims**

This listing of claims will replace all prior versions and listings of claims in the application without prejudice.

#### **Listing of Claims**

**Claims 1-69 (canceled)**

70. (Previously presented) A method for a framework manager to provide installation management in a network-based supply chain framework between at least two independent business entities such as service providers, vendors, resellers, manufacturers and the like, the method comprising:

causing a framework manager using a network to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings, evaluating factors that include cost and service provider requirements; and
- (d) use the service and manufacturer offerings information to manage installations through the use of a collaborative planning tool which facilitates the transfer of the information received from the service provider and the information received from the manufacturer.

71. (Cancelled)

72. (Cancelled)

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73. (Previously presented) A method as recited in claim 70, further comprising the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

74. (Previously presented) A method as recited in claim 70, further comprising the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

75. (Previously presented) A method as recited in claim 70, wherein the information of the manufacturer includes information relating to the availability of the manufacturer offerings.

76. (Previously presented) A method as recited in claim 75 further comprising the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

77. (Cancelled)

78. (Cancelled)

79. (Cancelled)

80. (Cancelled)

81. (Cancelled)

82. (Previously presented) A method as recited in claim 70 for interacting with a client user in the network-based environment during installation management in order to enhance visibility, further comprising:

(a) Identifying a client user;

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- (b) collecting information about the client user, wherein the information relates to the installation of a service;
- (c) building a profile of the client user based on the collected information;
- (d) managing a plurality of different contents;
- (e) analyzing the profile and the contents in order to match attributes of the profile of the user and attributes of the contents;
- (f) selecting the contents which have attributes that match the attributes of the profile of the client user; and
- (g) delivering the selected contents to the client user.

83. (Previously presented) A method as recited in claim 82, further comprising analyzing the profile in real time.

84. (Previously presented) A method as recited in claim 82, further comprising:  
identifying a time when the user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the user last viewed the contents.

85. (Previously presented) A method as recited in claim 82, further including the user by using a cookie, receiving user input, and digital certificates.

86. (Previously presented) A method as recited in claim 82, further comprising:  
allowing the user to rate the contents.

87. (Previously presented) A system for a framework manager to provide installation management in a network-based supply chain framework between at least two independent business entities such as service providers, vendors, resellers, manufacturers and the like, the system comprising:  
a network having a framework manager operating thereon to:

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- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings; and
- (d) use the service and manufacturer offerings information to manage installations through the use of a collaborative planning tool which facilitates the transfer of the information received from the service provider and the information received from the manufacturer.

88. (Cancelled)

89. (Cancelled)

90. (Previously presented) A system as recited in claim 87, further comprising the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

91. (Previously presented) A system as recited in claim 87, further comprising the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

92. (Previously presented) A system as recited in claim 87, wherein the information of the manufacturer includes information relating to the availability of the manufacturer offerings.

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93. (Previously presented) A system as recited in claim 92 further comprising the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

94. (Cancelled)

95. (Cancelled)

96. (Cancelled)

97. (Cancelled)

98. (Cancelled)

99. (Previously presented) A system as recited in claim 87 for interacting with a client user in the network-based environment during installation management in order to enhance visibility, further comprising:

- (a) identifying a client user;
- (b) collecting information about the client user, wherein the information relates to the installation of a service;
- (c) building a profile of the client user based on the collected information;
- (d) managing a plurality of different contents;
- (e) analyzing the profile and the contents in order to match attributes of the profile of the user and attributes of the contents;
- (f) selecting the contents which have attributes that match the attributes of the profile of the client user; and
- (g) delivering the selected contents to the client user.

100. (Previously presented) A system as recited in claim 99, further comprising analyzing the profile in real time.

101. (Previously presented) A system as recited in claim 99, further comprising:

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identifying a time when the user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the user last viewed the contents.

102. (Previously presented) A system as recited in claim 99, further including the user by using a cookie, receiving user input, and digital certificates.

103. (Previously presented) A system as recited in claim 99, further comprising:  
allowing the user to rate the contents.

104. (Previously presented) A computer program embodied on a computer readable medium for a framework manager to provide installation management in a network-based supply chain framework between at least two independent business entities such as service providers, vendors, resellers, manufacturers and the like, the computer program comprising:

code for causing a framework manager using a network to:

- (a) receive information via the network including information relating to a service provided by a service provider from the service provider;
- (b) receive information via the network including information relating to manufacturer offerings by a manufacturer from the manufacturer;
- (c) use and evaluate the information provided by the service provider via the network and the manufacturer to match the service to the offerings; and
- (d) use the service and manufacturer offerings information to manage installations through the use of a collaborative planning tool which facilitates the transfer of the information received from the service provider and the information received from the manufacturer.

105. (Cancelled)

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106. (Cancelled)

107. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 104, further comprising code for the framework manager using the network to:

facilitate milestone-based project planning between the matched service provider and the manufacturer.

108. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 104, further comprising code for the framework manager using the network to:

display the manufacturer offerings of the matched manufacturer to the matched service provider using the network, and display the services provided by the matched service provider to the matched manufacturer.

109. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 104 further comprising code for the framework manager using the network to:

notify the service provider of the availability of the manufacturer offerings that match a service installation.

110. (Cancelled)

111. (Cancelled)

112. (Previously presented) A computer program embodied on a computer readable medium as recited in claim 104 for interacting with a client user in the network-based environment during installation management in order to enhance visibility, further comprising:

(a) code for identifying a client user;

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- (b) code for collecting information about the client user, wherein the information relates to the installation of a service;
- (c) code for building a profile of the client user based on the collected information;
- (d) code for managing a plurality of different contents;
- (e) code for analyzing the profile and the contents in order to match attributes of the profile of the user and attributes of the contents;
- (f) code for selecting the contents which have attributes that match the attributes of the profile of the client user; and
- (g) code for delivering the selected contents to the client user.

113. (Previously presented) A computer program on a computer readable medium as recited in claim 112, further comprising code for analyzing the profile in real time.

114. (Previously presented) A computer program on a computer readable medium as recited in claim 112, further comprising code for:

identifying a time when the user last viewed the contents, and indicating portions of the contents that have been modified or added since the time when the user last viewed the contents.

115. (Previously presented) A computer program on a computer readable medium as recited in claim 112, further comprising code for:

allowing the user to rate the contents.